

# Number of Vehicles Waiting Not in the Fleet Sedan Shop Office of Management & Budget

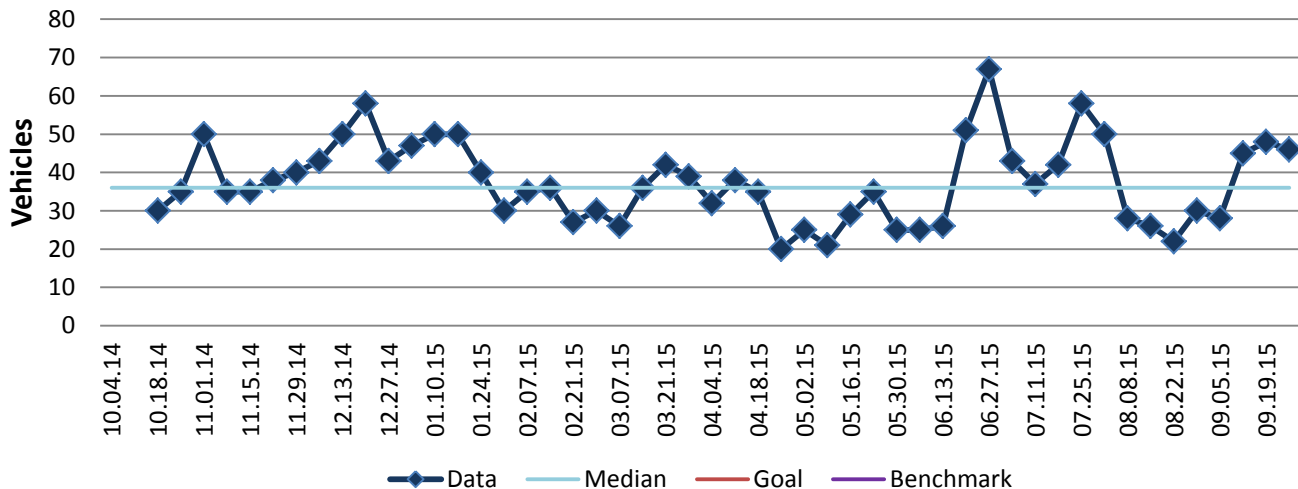
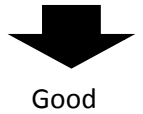


KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: TBD    Benchmark: TBD		Data Source: Sedan Shop KPI Workbook  Goal Source: Fleet Management  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Each data point represents a count of the number of vehicles waiting on the lot outside the Sedan Shop.  Why Measure: To improve the wait time.  Next Improvement Step: Determine performance expectations and management action levels for this indicator		
How Are We Doing?					
09.28.14-09.26.15 12 Month Goal	09.28.14-09.26.15 12 Month Average		09.20.15-09.26.15 Goal	09.20.15-09.26.15 Actual	
TBD	36		TBD	46	
Vehicles	Vehicles		Vehicles	Vehicles	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.